

**SUBJECT: CPF E-Mail for AIA, Lackland, Ft Worth, and Randolph**  
**Sent: Thursday, 8 October 2002**

The purpose of this E-mail is to advise you that effective 31 Oct 02 Amcare Health Plans, enrollment codes "2V" and "ZG" will no longer participate in the Federal Employees Health Benefits (FEHB) Program. The Office of Personnel Management (OPM) in their Benefits Administration Letter (BAL) Number 02-211 dated 3 Oct 02 authorized a special open enrollment period (mini-open season) to provide affected employees the opportunity to change their enrollment to another participating plan. The opportunity to change enrollment begins immediately and will continue through 31 Oct 02. The effective date of all enrollment changes will be the beginning of the pay period in which the enrollee makes the change, but can be no later than 20 Oct 02.

There are 16 employees enrolled in Amcare. The bases and number of employees affected are AIA (1), Ft Worth NAS (2), Lackland (3), and Randolph (10). BEST notified each affected employee by mailing them a personal letter to their home address (copy attached) and, in addition, contacted each employee by telephone. BEST will monitor employees covered by Amcare to ensure they have elected a new plan prior to 31 Oct 02. Due to the short timeframe to make new elections, OPM has authorized the acceptance of belated enrollments; however, the effective date of any election can be no later than 20 Oct 02.

If you receive inquiries regarding the "special open enrollment," please direct employees to the toll-free BEST telephone number, 800-997-2378 or 527-2378 if calling from within the San Antonio, Texas area. Please remind employees that this benefit change must be made through the BEST automated system by telephone. To make a new enrollment, **employees must speak to a Benefits Counselor**. Benefits Counselors are available Monday through Friday, 7:00 am - 7:00 pm Central Daylight Savings Time.

As always, we appreciate your support.

**Chief, Special Operations Division**  
**Air Force Personnel Center**

MEMORANDUM FOR EMPLOYEES CURRENTLY ENROLLED IN AMCARE HEALTH PLANS

FROM: HQ AFPC/DPCMB  
550 C Street West Suite 57  
Randolph AFB TX 78150-4759

SUBJECT: Special Open Enrollment Period – Amcare Health Plan Enrollees, Enrollment Codes 2V and ZG

1. Our records reflect you are currently enrolled in the Amcare Federal Employees Health Benefits (FEHB) Plan, Enrollment Code 2V or ZG. Amcare will no longer participate in the FEHB Program. The Office of Personnel Management (OPM) has authorized a special open enrollment period to provide affected employees the opportunity to change their enrollment to another participating plan. The opportunity to change your enrollment begins immediately and will continue through 31 Oct 02. The effective date of all enrollment changes will be no later than 20 Oct 02.

2. You may obtain copies of the 2002 FEHB Guide and health plan brochures from the OPM web site at <http://www.opm.gov/insure>. The FEHB Guide contains a comparison chart that provides general information about each plan and shows the biweekly premium rates. Do not rely solely on the FEHB Guide when deciding to enroll in a specific plan, but consult the plan's brochure for a complete description of benefits. Although HMO Blue Texas, Code YX, is listed in the 2002 FEHB Guide, please note that you may **not** enroll in that plan because it is dropping out of the FEHB program.

3. To make an election, you will need the enrollment code of the plan you have selected, and if your enrollment is for self and family coverage, you will also need each eligible family member's social security number, date of birth, and zip code. In addition, if you, your spouse, or other family members have any other group health insurance other than the FEHB plan you are enrolling in, please have available the name of the group health insurance and the policy holder of the plan.

4. You will make your FEHB enrollment change through the Benefits and Entitlements Service Team (BEST) automated system by telephone. Please call our toll-free BEST telephone number at 1-800-997-2378 (or 527-2378 in the San Antonio area). You will press "2" for Benefits, then "1" for current Air Force serviced employees, and follow the prompts to enter your social security number and BEST PIN. Once you have cleared the PIN and telephone number verification sections, press "1" to go to the FEHB module, then press "0" to speak to a Benefits Counselor. Benefits Counselors are available Monday through Friday, 7 a.m. to 7 p.m., Central Daylight Savings Time.

Chief, Benefits and Entitlements Branch  
Special Operations Division  
Directorate of Civilian Personnel Operations